What do men with uncomplicated LUTS expect from secondary care?

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Patient expectations and opinions are important when deciding on treatment.

- Higher expectations of treatment → better treatment outcome
- Fulfillment expectations → greater satisfaction

No previous studies describing expectations of male LUTS patients.

Aim

To Investigate expectations of male patients with LUTS on secondary care.

Study the association between expectations and satisfaction.

Methods

Design
Prospective cohort study

Population
Males older than 18 with uncomplicated LUTS that were referred to the urologist for the first time

Procedure
Baseline questionnaire before consultation urologist
- Expectations (5 point Likert)
Follow up questionnaire after 6 weeks
- Outcome expectations (5 Point Likert)
- Started treatment

Statistics
Expectations are presented in percentages.

Association between expectations and satisfaction with Mann Whitney U test:

Self-reported agreement: answer on question if treatment is consistent with their expectations (agreement or no agreement).

Objective agreement: the received treatment checked with the expectancy of that treatment (agreement or no agreement).

Introduction

Results

Table 1. Difference in satisfaction in patients with agreement and patients

<table>
<thead>
<tr>
<th></th>
<th>Agreement</th>
<th>No agreement</th>
<th>Mann Whitney U</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objective agreement</td>
<td>N=39</td>
<td>N=104</td>
<td></td>
</tr>
<tr>
<td>Satisfaction</td>
<td>4.00 IQR 1.00</td>
<td>4.00 IQR 1.00</td>
<td>U = 1984.5, p = 0.830</td>
</tr>
<tr>
<td>Self reported</td>
<td>N=95</td>
<td>N=48</td>
<td></td>
</tr>
<tr>
<td>agreement</td>
<td>4.00 IQR 0.00</td>
<td>3.00 IQR 1.00</td>
<td>U = 787.5, p &lt; 0.001</td>
</tr>
</tbody>
</table>

Conclusion

- Majority of men with uncomplicated LUTS expect that the urologist performs diagnostics, find the underlying cause of their symptoms and explain about the underlying cause.
- Overall 70% is satisfied with the care of the urologist
- Patients with self reported fulfilled expectations are more satisfied with the care of the urologist

References